



Procedure: Processing Standards

Functional Area: VII Certification, Eligibility & Coordination of Services

Section: D 2

Approval Date: 6/2015

Citation: 246.7(f)(2)

Revised Date: 11/2011

Purpose

Outline regulatory requirements for processing applications within specified timelines.

When Processing Standards Begin

When funds are available, the processing standards shall begin when the new applicant makes the initial visit to the local agency during clinic office hours to make an oral or written request for WIC. Every applicant making an initial visit to a local agency will be allowed to complete an application form. An initial visit is defined as:

1. For walk-ins – the date of the walk in.
2. For phone calls – the date the applicant arrives for the appointment.
3. For letters – the date the applicant arrives for the scheduled appointment.

Documenting Initial Visit

The date of an applicant's initial visit to a local agency during clinic hours to make an oral or written request for benefits must be recorded as the date of initial visit on the Certification Data Form. To ensure that accurate records are kept of such requests, the local agency must record the applicant's name, address, telephone number and date of request. The processing time frames begin when an individual makes the initial visit to a local agency to apply for benefits.

Time Frames for Eligibility Determination

Persons who must be notified of eligibility or ineligibility within:

10 days –

- Pregnant women who are priority 1
- Infants ↓ 6 months
- Migrants
- Homeless

**Exception → presumptively eligible pregnant women

20 days –

- All other applicants

**The exception to this are pregnant women who are certified as presumptive eligible. Refer to the Presumptive Eligible procedure for more detail on when pregnant women may be considered presumptive eligible.

If the applicant is found ineligible, see the Notification of Ineligibility procedure.

Extension of Processing Standards Time Frames

Any time clinics are having difficulty or are unable to meet the processing standards they should contact the WIC Clinic Services Coordinator. The State WIC office will work with staff to evaluate the situation and develop a plan to bring the clinic into compliance. In situations where necessary the State agency may provide an extension to the processing standards of up to 15 days. The extension will be for a specified time period to be determined jointly by the state and local agency. Agencies who require an extension must submit a request in writing, including justification for the extension to the WIC Clinic Services Coordinator.

Scheduling of Clinics and Applicants

Clinics must be held in each site a minimum of one time per month, according to the Clinic Frequency & Hours of Operation procedure. Special steps may need to be taken for walk-ins, to meet the processing standards in those clinics that are open only one day per month. Possible solutions include:

1. Give applicants who can't be screened the day of the clinic the option of attending the next nearest clinic for the certification visit.
 - a. All referrals of applicants to other clinic sites shall be documented on the WIC Certification Signature Form. Documentation should include:
 - i. Initials of the staff member making the referral to another clinic site (Agency to keep on file updated list of staff initials)
 - ii. Name of the clinic site the applicant is referred to and date of the appointment (i.e. referred to Wahoo clinic, appointment scheduled for 3/8/13-BV).
 2. Schedule new applicants into appointment times vacated by cancellations and no-shows.
 3. Other local agency solutions as approved by Clinic Services Coordinator.
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Issuance Of Checks

When the applicant is found eligible, checks must be issued at the same time as the notification of certification. This will normally be the same date the applicant is screened.

Waiting List

If NO funds are available to enroll new participants, the local agency must maintain a waiting list of individuals who visit the clinic and are interested in enrolling in WIC. Individuals shall be notified of their placement on the waiting list within 20 days of the initial visit.
